

ENG201 QUIZ(2)

Lecture: 17 to 20

RIZ MUGHAL SQA ENGINEER:

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ENGZU	1:Quiz 2 Quiz Start Time:	1(
Questio	n # 1 of 10 (Start time: 10:51:23 AM, 16 June 2021)	
In whic	1:Quiz 2 Quiz Start Time: # 1 of 10 (Start time: 10:51:23 AM, 16 June 2021) ch direction does communication flow in a formal communication network? Horizontal Horizontal, downward, and upward	
Select tl	he correct option	
0	upward	
0	Horizontal	
•	Horizontal,downward, and upward	
0	downward	

ENG20	1:Quiz 2	Quiz
Questio	n # 2 of 10 (Start time: 10:51:45 AM, 16 June 2021)	
Orders	s are considered one of the simplest types of	
	1:Quiz 2 In # 2 of 10 (Start time: 10:51:45 AM, 16 June 2021) In a correct option In a controversial request Indirect request Indirect request Indirect request	
Select tl	he correct option	
	controversial request	
0	118	
	direct request	<u> </u>
•	Riv	
	,	
0	indirect request	
	firm request	
0		

uestion #3 of 10 (Star	time: 10:52:04 AM, 16 Ju	ne 2021)		
Use the indirect approac	h when the audience is			
	•	(a)		
pleased and int	erested			
0	Mo			
	oit.			
displeased		\/		
neutral		$\overline{}$:	
0		•		
interested and v	villing			

ENG20	1:Quiz 2 Quiz Sta	
Questio	n # 4 of 10 (Start time: 10:52:22 AM, 16 June 2021)	
What i	1: Quiz 2 Quiz Sta # 4 of 10 (Start time: 10:52:22 AM, 16 June 2021) is the first step in using the indirect plan? The correct option All of the above Put the audience in an accepting mood Reasons supporting the negative decision A helpful, friendly, and positive close	
Select th	he correct option	
0	All of the above	
•	Put the audience in an accepting mood	
0	Reasons supporting the negative decision	
0	A helpful, friendly, and positive close	

ENG20	1:Quiz 2 Quiz Start Tir	ne
Questio	n # 5 of 10 (Start time: 10:52:40 AM, 16 June 2021)	
Choos The m	I:Quiz 2 Quiz Start Tir # 5 of 10 (Start time: 10:52:40 AM, 16 June 2021) te the best option: ain idea of a business message is usually which is/are concisely stated. The correct option In one of the above both of the above one idea	
Select ti	ne correct option	
0	none of the above	
0	more than one idea	
0	both of the above	
•	one idea	

ENG201	Quiz 2	Quiz Start Time: 10
Question	# 6 of 10 (Start time: 10:52:59 AM, 16 June 2021)	
An indi	e correct option negative decision blunt no buffer	s to avoid a
Select th	e correct option	
0	negative decision	
•	blunt no	
0	fair decision	
0	buffer	

ENG20	1:Quiz 2 Quiz Start Time	
Questio	on # 7 of 10 (Start time: 10:53:16 AM, 16 June 2021)	
Choos The _	It:Quiz 2 Quiz Start Time In # 7 of 10 (Start time: 10:53:16 AM, 16 June 2021) See the correct option. Of an order letter is to provide the vendor with detailed instructions for fulfilling an order. The correct option Objective Claim way	
Select ti	the correct option objective	
•	Mug	
0	claim	
0	method	
0	way	
0	way	

ENG201:Quiz 2		
Question # 8 of 10 (Start time: 10:53:35	AM, 16 June 2021)	
One of the two basic purposes of busines	s communication is to information.	
	6/0	
confuse	1/0	
o giz		
convey		
withhold	,	
O		
all of the above		
0		

:NG201:Qu	iz 2	Quiz Start Time: 10:51 /	
uestion # 9	of 10 (Start time: 10:53:53 AM, 16 June	2021)	
Adjustmen	letter is a letter in answer to a	letter.The answer may either be a refusal or a grant.	
elect the c	orrect option	V _Q	
О	o application		
0	ceptance	Quiz Start Time: 10:51 / 2021) letter. The answer may either be a refusal or a grant.	
• cc	mplaint		
O tra	nsmittal		

ENG201	:Quiz 2	Quiz Start Time: 10:51 AM, 16 June
Question	n # 10 of 10 (Start time: 10:54:10 AM, 16 June 2021)	Total M
A/An	letter is a letter in answer to a complaint letter. The answer may either	be a refusal or a grant.
Select th	ne correct option	
0	Transmittal	
0	Claim	_
0	Credit	
•	Adjustment	
4		

2nd account

NG201	:Quiz 2	Quiz Start Time: 11:44 AM, 16 June 20:
estion	# 1 of 10 (Start time: 11:44:56 AM, 16 June 2021)	Total Marks
	er written or oral, messages begin with a clear statement of the main idea, clari ous close.	ify any necessary details and end with a
lect th	e correct option	
0	negative negative	
0	biased	
•	positive	
0	neutral	

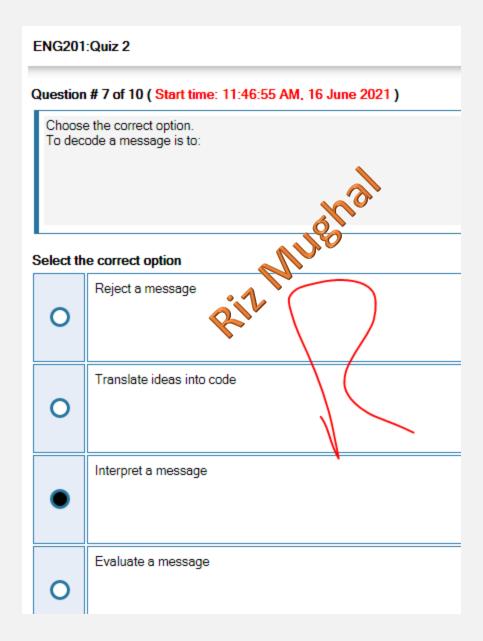
ENG201	:Quiz 2		
Question	n # 2 of 10 (Start time: 11:45:2	22 AM, 16 June 2021)	
Adjust	ments are also called		
		_	
		No.	
Select th	formal claims		
0		A.	
	formal complaints		
0			
	formal settlements		
0		•	
	claim settlements		

NG201:	Quiz 2	Quiz Start Time: 11:44 AM, 16 June 202
uestion	# 3 of 10 (Start time: 11:45:41 AM, 16 June 2021)	Total Marks
order'	store managers are certainly interested in helping Levi's increase statement is an example of	sales, just as distributors are interested in filling the HKB
lect the	e correct option	
0	e correct option indirect request	
•	direct request	
0	vague request	
0	request for assessment	

ENG20	1:Quiz 2 Quiz S	tart Time: 11
Questio	n # 4 of 10 (Start time: 11:46:04 AM, 16 June 2021)	
Choos The m	1:Quiz 2 Quiz S n # 4 of 10 (Start time: 11:46:04 AM, 16 June 2021) se the best option: nain idea of a business message is usually which is/are concisely stated. he correct option none of the above more than one idea both of the above	
Select ti	he correct option	
0	none of the above	
0	more than one idea	
•	one idea	
0	both of the above	

ENG20	:Quiz 2	Qı
Questio	n # 5 of 10 (Start time: 11:46:21 AM, 16 June 2021)	
The re	turn address in a letter represents	
select th	the person mailing the letter	
0	e correct option the person mailing the letter the person receiving the letter the company it is mailed from	
	the person writing the letter	
0	the person receiving the letter	
O		
	the company it is mailed from	
0		

ENG201	Quiz Start Time: 11:44	
Question	# 6 of 10 (Start time: 11:46:38 AM, 16 June 2021)	
When p	Quiz 2 Quiz Start Time: 11:46 # 6 of 10 (Start time: 11:46:38 AM, 16 June 2021) lacing, you don't need to excite your reader's interest; just state your needs clearly and directly. e correct option appeal request order demand	
elect th	e correct option	
0	appeal	
0	request	
•	order	
0	demand	



ENG20	1:Quiz 2 Quiz Start	Ti
Questio	n # 9 of 10 (Start time: 11:47:29 AM, 16 June 2021)	
Which	I:Quiz 2 Quiz Start # 9 of 10 (Start time: 11:47:29 AM, 16 June 2021) of the following is the first and the most essential step in writing bad news messages? The correct option Emphasizing the positive aspects Deemphasizing the bad news Buffer Giving reasons for the bad news	
Select t	ne correct option	
0	Emphasizing the positive aspects	
0	Deemphasizing the bad news	
•	Buffer	
0	Giving reasons for the bad news	

	ENG201	Quiz 2	Quiz Sta
(Question	# 10 of 10 (Start time: 11:47:44 AM, 16 June 2021)	
	Applica	tion letters are usually just one page and consist ofsections.	
,	Select th	e correct option	
	0	e correct option four	
	0	five	
	•	three	
	0	two	

3rd account

ENG20	1:Quiz 2	
Question	1:Quiz 2 n # 1 of 10 (Start time: 11:49:03 AM, 16 June 2021) mer service correspondence occurs in format. he correct option phone call video tape video conferencing letterhead or postcard	
Custor	mer service correspondence occurs in format.	
Select th	he correct option	
OCIOCK II	phone call	
0		
0	video tape	
	video conferencing	
0		
	letterhead or postcard	
•		

ENG201: Quiz 2 Quiz Start Time: Question # 2 of 10 (Start time: 11:49:20 AM, 16 June 2021) Choose the best option: The main idea of a business message is usually which is/are concisely stated. Select the correct option more than one idea both of the above one idea one idea	
Choose the best option: The main idea of a business message is usually which is/are concisely stated.	
Select the correct option	
O more than one idea	
O both of the above	
O none of the above	
one idea	

NG201:Quiz 2		Quiz Start Time: 11:49 AM, 16 June 20
uestion # 3 of 10 (Start time	: 11:49:36 AM, 16 June 2021)	Total Marks
The purpose of giving complet	te is to ensure that the audience has no o	onfusion or lingering doubt about the message.
lect the correct option	<u>ó</u>	
all of the above	aiz Mughal	
Courteous close		
supporting details		
buffer statement		

ENG201	D1:Quiz 2 Quiz Start	
Question	on # 4 of 10 (Start time: 11:49:54 AM, 16 June 2021)	
How m	many BLANK LINES do we leave for a signature in a personal business letter?	
Select th	the correct option	
0		
0	D1: Quiz 2 Quiz Start on # 4 of 10 (Start time: 11:49:54 AM, 16 June 2021) many BLANK LINES do we leave for a signature in a personal business letter? the correct option 1 1 3	
0	1	
•	3	

ENG201	:Quiz 2				
Question	I:Quiz 2 # 5 of 10 (Start time: 11:5 direct plan consists of	50:09 AM, 16 June 2	2021)		
The in	direct plan consists of pa	rts.			
0-1		No.			
Select tr	five			_	
0		M.			
	ii	<u>'</u>			
	four	\ \			
	three	/		_	
0			\		
				_	
	two				

ENG201	Quiz 2	Qı
Question	Quiz 2 # 6 of 10 (Start time: 11:50:27 AM, 16 June 2021) pprovals mark the beginning of a business relationship with a e correct option country company customer	
Credit	pprovals mark the beginning of a business relationship with a	
Coloct th	a correct antion	
select (N	country	
0		
	<u> </u>	
0	company	
	customer	
	`	
	corporation	
0	corporation	

ENG201	:Quiz 2	Quiz Start
Question	:Quiz 2 # 7 of 10 (Start time: 11:50:41 AM, 16 June 2021) priganization of a direct request the very first step is to state the e correct option cordial request for specific action minor details main idea	
In the	organization of a direct request the very first step is to state the	
Calast th	a correct entire	
Select II	cordial request for specific action	
0		
	eit /	
0	minor details	
	necessary details	
0	\	
	main idea	
•		

ENG20	I:Quiz 2	Qui
Questio	n # 8 of 10 (Start time: 11:50:55 AM, 16 June 2021)	
Which	of the following is a part of an indirect plan?	
	"Meka"	
Select th	A helpful, friendly, and positive close	
0	Riv ()	
0	a correct option A helpful, friendly, and positive close A buffer Reasons supporting the negative decision All of the above	
0	Reasons supporting the negative decision	
•	All of the above	

ENG201	1:Quiz 2 Quiz Start Tim	
Question	n # 9 of 10 (Start time: 11:51:12 AM, 16 June 2021)	
Bad ne	E:Quiz 2 Quiz Start Tim # 9 of 10 (Start time: 11:51:12 AM, 16 June 2021) ews is not delivered directly as it falls under the category of messages. The correct option In one of the above Ineutral positive	
Select th	ne correct option	
0	none of the above	
0	neutral	
0	positive	
•	negative	

ENG201:Quiz 2	Quiz Start Time
Question # 10 of 10 (Start time: 1	1:51:28 AM, 16 June 2021)
To encourage the future sale is or	e of the goals while answering request that involved no potential sale.
Select the correct option	NII.8
O	Quiz Start Time 1:51:28 AM, 16 June 2021) a of the goals while answering request that involved no potential sale.
False	

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